DOCUMENT RESUME

ED 462 108 JC 020 176

TITLE	Graduate Assessment Survey Report, 2000-2001.
INSTITUTION	Santa Fe Community Coll., Gainesville, FL. Office of Institutional Research and Planning.
PUB DATE	2001-01-01
NOTE	11p.
PUB TYPE	Reports - Research (143)
EDRS PRICE	MF01/PC01 Plus Postage.
DESCRIPTORS	Ancillary School Services; Community Colleges; *Educational Assessment; *Educational Environment; *Participant Satisfaction; Self Evaluation (Groups); *Student Attitudes; *Student College Relationship; Student Personnel Services; Student Surveys; Two Year Colleges
IDENTIFIERS	*Santa Fe Community College FL

ABSTRACT

This report presents the 2000-2001 results of Santa Fe Community College's (SFCC) (Florida) annual survey of outgoing students' opinions and perceptions of their educational experiences and institutional services. Responses were received from 2,397 students, all of whom were candidates for graduation in associate and certificate programs. The 10 most positive responses and the corresponding percentage of students indicating "good" to "very good" were class size (92%), overall classroom environment (89%), printed course schedule (86.7%), printed college catalog (84.8%), computer labs (85%), records (83%), online course schedule (82%), instructor help (82%), admissions (81%), and spring/fall arts festivals (80%). The 10 most negative responses and the corresponding percentage of students indicating "poor" to "very poor" were: campus parking (43%), academic advisement (14%), campus lighting (14%), personal counseling (10%), career planning (10%), voice in college policy (10%), intramurals (10%), financial aid (10%), police assistance (9%), and interest/social clubs (8%). An examination of student responses to all of the survey questions is divided into educational experience (which includes classroom, courses, instructors, academic resources, overall college atmosphere and cultural atmosphere) and ratings of the quality of services offered at SFCC (which includes student services, the assessment center, academic and personal counseling, student activities, and personal safety). (KP)

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Graduate Assessment Survey Report, 2000-2001.

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Graduate Assessment Survey Highlights

2000-2001

Results of this year's study indicate that students continue to express a high level of satisfaction with their educational experiences and the services they received at the college. The following charts present the 10 major areas with which students expressed their highest and lowest levels of satisfaction.

Graduate Assessment Results - 10 Highest Positive Response Rates By Percent			
	Positive* (Good to Very Good)	***Average***	***Negative**** (Poor to Very Poor)
1. Class Size	92.0	7.6	0.4
2. Overall Classroom Environment	88.6	11.1	0.3
3. Course Schedule Printed	86.7	11.4	1.8
4. College Catalog Printed	84.8	14.2	1.0
5. Computer Labs	84.5	13.7	1.8
6. Records	82.8	15.2	2.0
7. Course Schedule On-Line	82.3	14.3	3.5
8. Instructor Help	82.2	16	1.8
9. Admissions	80.5	17	2.5
10. Spring/Fall Arts Festivals	79.7	18.3	2.0

Graduate Assessment Results - 10 Highest Negative Response Rates By Percent			
	Negative* (Poor to Very Poor)	***Average***	***Positive**** (Good to Very Good)
1. Campus Parking	42.6	28.4	29.0
2. Academic Advisement	14.4	23.5	62.1
3. Campus Lighting	14.1	32.7	53.2
4. Personal Counseling	10.4	25.7	63.9
5. Career Planning	10.2	26.1	63.7
6. Voice in College Policy	9.9	32.1	58.1
7. Intramurals	9.6	24.5	65.9
8. Financial Aid	9.5	24.7	65.8
9. Police Assistance	8.7	25	66.3
10. Clubs-Interest/Social	7.7	26.7	65.6

* Positive response rate is the sum of the good and very good student response

** Negative response rate is the sum of the poor and very poor student response

Graduate Assessment Survey Report

An Overview of the Survey Procedures

Each year, the Office of Institutional Research and Planning (IRP) conducts and publishes the ***Graduate Assessment Survey Report.*** The purpose of the survey is to measure outgoing students' opinions and perceptions of the educational experiences and services they received while attending Santa Fe Community College (SFCC). The study is designed to provide program management with longitudinal trends of student satisfaction to assist in improving the academic performance and success of our students. Additionally, the data are utilized in the college and unit level planning processes to measure the degree to which our educational programs and services are meeting their goals and objectives.

The questionnaire used for the annual survey (Appendix A, Graduate Evaluation Form, 2000-2001) is divided into three sections. Section one is designed to determine students' satisfaction with their educational experiences at the college, while the second section offers students the opportunity to rate the various services offered to support those academic functions. The third section requests feedback concerning students' satisfaction with the overall preparation they received while attending SFCC.

The targeted population of the study consist of all candidates for graduation from either an Associate of Arts (A.A.) or Associate of Science (A.S.) degree program, or students completing a Technical Certificate or a Certificate of Training program during the 2000-2001 reporting year (summer/fall 2000 and spring 2001). Associate degree seeking students are offered the opportunity to voluntarily participate in the survey upon application for graduation. Students completing a certificate program are offered the option of completing the survey in the classroom at the conclusion of their studies. A total of 2,397 students participated in this year's study.

The following summary presents the major highlights of this year's study. The results are grouped and presented by students' responses to the items offered for evaluation under "Educational Experiences" followed by the rating of the items appearing under the "Quality of Services" they received at SFCC. The summary concludes with students' opinions of the preparation and satisfaction with the college in general. Numbers and percentages are based on the actual number of students rating each item under "Educational Experiences," and the number students who indicated they had used the service in the items listed under "Quality of Services." The summary is followed by a five-year graphical trends analysis of the survey results.

Results: Educational Experiences at Santa Fe Community College

Central to all goals and initiatives of the college is the mission of providing a campus atmosphere and environment which encourages and supports a quality learning experience for the students we serve. Annually measuring students' opinions and perceptions of their experiences provides an assessment tool which ensures that the college maintains its commitment of providing services which promote a nurturing, physical, intellectual and cultural atmosphere. Based on the conclusions of the ***2000-2001 Graduate Assessment Survey Report***, SFCC continues to work towards its goals and strategic initiatives expressed in the college ***Strategic Plan 2000.***

THE CLASSROOM

Providing a quality learning experience requires a combination of competent instruction, academic support, and an active intellectual and cultural atmosphere. A review of students' ratings of their overall classroom experiences at SFCC indicates that the college continues to provide a positive classroom climate. Of the 2,361 students responding, 2,092 (88.6%) rated the "Overall Classroom Environment" at SFCC as good to very good, the second highest positive response rate in the survey. While 261 (11.1%) indicated the climate in the classroom was average, only 0.3% felt it was poor or less.

Students continue to show a high level of satisfaction with the college's tradition of small classes which supports their overall favorable opinion of their classroom experiences. Awarding the highest positive response rate in this year's survey, a total of 2,198 (92.0%) of the 2,390 respondents said their "Classroom Size" was good to very good. Only 11 (0.4%) students expressed dissatisfaction with the number of students enrolled in their classes.

Rating the various labs which provide support to the classroom instruction also reveals a significant measure of approval among the survey respondents. In assessing the "Class Labs," eight of ten respondents (79.2%) said their experiences were good to very good, while 18.4% felt their experiences were average. Evaluating their "Computer Lab" experiences, 84.5% found the services to be good to very good, the fifth highest good to very good rating among the items included in the survey.

THE COURSES

As with their classroom experiences, students expressed an overall satisfaction with "The Courses" they attended at SFCC. When asked to rate the "Content of Courses," 1,890 (79.6%) of the respondents indicated that their experiences were good to very good. While 19.3% gave an average rating, approximately 1.0% felt their experiences were poor or less. Evaluating the rigors of the course work at SFCC, slightly more than seven of ten students indicated that the "Difficulty of Courses" was good to very good, while 28.3% of the 2,358 respondents indicated the level of difficulty was average. Approximately 1.0% responded with poor or less. Students' overall opinion of the "Books and Instructional Materials" used in their courses remained satisfactory. A total of 66.1% responded good to very good, while 30.0% rated the supporting study materials as average.

"Testing" and "Grading," two of students' major areas of criticism, have consistently received surprisingly high ratings for the past five years. Ratings for "Testing" reveals a 78.0% good to very good response. While only 1.0% indicated poor or less, 21.0% said the testing procedures were average. Students gave an equally high ranking to

the "Grading" process. Of the 2,377 responses, 1,836 (77.3%) indicated that the evaluation process was good to very good, while approximately one in five (21.2%) gave an average response. As with their opinion of "Testing," less than 2% responded with a poor or less rating.

INSTRUCTORS

The multitude of programs and support services offered by the college are focused on the goal of providing quality learning opportunities that ensure the highest levels of academic performance by the students we serve. The strongest indicators of success in attaining this goal are the students' opinions and perceptions of the instruction they received from the faculty in the classroom.

As with previous years, survey results indicate that instructors are continually rated highly by the students who are completing their studies at the college. Rankings of "Instructor Quality" reveal a persistent level of student satisfaction. Based on the view of the 2,381 respondents, eight out of ten students (79.3%) felt the quality of the instruction they experienced at SFCC was good to very good, while 18.5% said it was average. Reflecting an equally high approval rating, 1,958 students (82.2%) thought the "Instructor Help" they received was good to very good. The average response rate for teacher assistance was 16.0%.

Instructors' "Concern for the Individual" and the "Availability of Instructors" are traditional Santa Fe values that are major influences on students in selecting SFCC as their college of choice. This is reflected in students' continually high ratings of accessibility to instructors. Of the 2,372 respondents, 77.5% (1,839) of the students indicated that the "Availability of Instructors" was good to very good, while 20.1% (476) ranked accessibility as average. Reflecting on the college's central focus of the importance of the individual, 71.8% (1,703) of the students rated the instructors' "Concern for the Individual" as good to very good. While 24.7% (586) indicated the attention they received was average, less than 4.0% felt the interest expressed by instructors was poor or less.

ACADEMIC RESOURCES

The SFCC library serves as a major support function for students, faculty and staff by providing informational and academic assistance in the form of print and non-print materials. Survey results indicate that students were satisfied with the assistance they experienced as 1,354 (78.1%) rated the "General Library Service" as good to very good, while 337 (19.5%) said the service they received was average. When asked to rate the "Access to Print Resources," a total of 1,535 (75.3%) of the 2,040 respondents felt the accessibility to printed materials was good to very good, while 22.0% responded with an average rating. When asked to rate "Access to Non-Print Resources," seven of ten (69.9%) of the 1,811 students responding said the access was good to very good, while 26.0% responded with an average rating. Students also indicated a general high level of satisfaction with "Library/Orientation and Instruction." A total of 1,129 (71.2%) rated these services as good to very good, while one-quarter (24.5%) felt the services were average.

OVERALL COLLEGE ATMOSPHERE

SFCC's campus environment is comprised of multiple components which contribute to the "Overall College Atmosphere." Diversity, inclusion, and encouraging the study of divergent philosophies all contribute to forming SFCC's unique learning experience. Based on the good to very good rating of 1,572 (68.1%) of the 2,311 students responding, the college continues to foster an engaging "Intellectual Atmosphere" on the campus. While 639 (27.7%) of the former students rated the atmosphere they experienced as average, 100 (4.3%) felt it was poor or less.

Fundamental to all intellectual pursuits is a diverse environment which exposes students to groups of various cultures and ethnic origins. According to the survey respondents, the college is

excelling in its mission and commitment to provide diversity on campus. The results of this year's survey reveal an increase in students' positive opinions of "Racial Harmony" by approximately one percentage point over the previous year's study. A total of 1,765 (79.2%) of the students rated campus racial relations as good to very good, while 415 (18.6%) felt the racial environment was average. A total of 47 (2.1%) said it was poor or less.

Creating an environment which contributes to student participation is a difficult task for a commuter campus which traditionally draws students from a large geographical area. Through student government and various clubs and activities which they charter, SFCC encourages students to become involved in the formation of the policies and procedures that govern the institution. When rating their "Voice in College Policies," 1,099 (58.1%) of students responded good to very good, while approximately one-third (32.1%) felt the college's efforts to consider their opinions in the formation of policy was average.

Basic to rating all experiences and services is the attitude of the college staff toward the students they serve and the expression of concern expressed for the individual. The students' opinions of the attitude of the staff toward the individual continue to reflect SFCC's commitment to personalized attention. While 70.3% rated the "Concern for the Individual" as good to very good, 25.6% of the 2,324 responded with an average rating. Students' ratings of the "Attitude of the Staff for the Individual" reveal equally strong ratings with a 72.6% good to very good response rate. While 23.7% felt the staff's attitude was average, 3.7% felt it was poor or less.

CULTURAL ATMOSPHERE

In an effort to provide a comprehensive educational experience, the college strives to offer students programs and events which will culturally enrich and support both their educational experiences at SFCC and their everyday lives as members of our community. Ratings of the various "Cultural Activities in General" indicates that students continue to be pleased with the college's efforts to provide these services. Of the 1,589 students responding, 1,167 (73.4%) rated the cultural activities as good to very good, while 23.0% said their experiences were average.

Commenting on the quality of the "Performing Arts" at SFCC, 78.1% felt the performances they experienced were good to very good. While 2.5% indicated they were poor or less, 19.4% said the events were average. Of the 1,577 students indicating they had attended an exhibition at the college "Art Gallery," 73.7% felt their experiences were good to very good. A total of 22.9% felt the gallery exhibitions were average.

Two of the more popular cultural events sponsored by the college are the Starke Festival of the Arts, held in the fall, and the SFCC Spring Arts Festival staged annually in Gainesville. Both events, sponsored by the Santa Fe Endowment Corporation and various businesses and governmental agencies, expose students and the community to diverse cultural and creative activities. Based on the survey results, the festivals continue to be well received by students. Of the 1,548 students responding, 1,,234 (79.7%) rated the festivals as good to very good, the tenth highest positive rated item in this year's survey. A total of 283 (18.3%) of the respondents felt the events were average, while 2.0% rated the festivals as poor or less.

Results: Ratings of the Quality of Services Offered at SFCC

From financial aid and business affairs to academic counseling and personal safety, the college provides numerous support services designed to assist students in achieving their goals while attending SFCC. The results of the 2000-2001 survey indicate that the college continues to offer and maintain quality support services which have become synonymous with the programs offered at Santa Fe.

STUDENT SERVICES

The first impression students receive at the college is crucial in that it sets the tone by which they approach and view the services they receive in the future. Generally, the first encounter the individual experiences is through the printed or the on-line "College Catalog." In reviewing both media, students expressed a slight preference for the traditional printed catalog. Based on the opinions of 2,274 responses, 1,905 (84.8%) of the students rated the "College Catalog Printed" as good to very good, while the "College Catalog On-Line" received an equivalent rating by 1,059 (79.5%) of the 1,332 respondents. The "College Catalog Printed" was given the fourth highest positive rating by the survey respondents.

As with the catalog, students again showed a slight preference for the traditional printed document when ranking the course schedule used to register for classes. The "Course Schedule Printed" received the third highest rating in the survey of 86.7% by 2,033 of the 2,343 students responding. A total of 1,148 (82.3%) of 1,396 students awarded an equal good to very good rating to the "Course Schedule On-Line," the seventh highest rated item on the survey. While the printed schedule received an 11.4% average and a 1.8% poor or less, the on-line schedule was rated 14.3% and 3.5% respectively.

Personal initial contact with the college generally occurs in the Admissions or Records Offices. According to students' opinions of both offices, the college continues to meet their expectations and offers a very high level of satisfactory service. This is evident in the ranking of students' responses. "Records" recorded the sixth highest positive rating at 82.8%, while "Admissions" ranked ninth at 80.5%.

In rating the registration process, one of the main areas of complaints at most educational institutions, student responses reveal a slight preference for the telephone registration over the conventional scheduled on-campus procedure. A review of the response rates indicate that 1,175 (79.2%) of the students rated their "Telephone Registration" experiences as good to very good, while 1,816 (77.7%) of the 2,335 respondents gave the same rating to the regular registration process.

When rating matters concerning finance and administrative rules and procedures, students tend to be more critical in their evaluation. This is reflected in their ratings of "Financial Aid." Results of this year's survey indicate an increase in students' overall approval rating with 1,084 (65.8%) of the 1,647 students responding indicating that the service they received as good to very good. This reflects an increase of approximately one percentage point over the previous year's response rate. The increase in approval is also noted in the 1.8% rise in the average response rating and the 2.7% decreased in the poor or less response rate.

Reviewing SFCC's "Billing/Fee Payments," a total of 1,528 (71.5%) of the students expressed a good to very good opinion,

while 24.3% rated the service as average. The "Petitions Committee" is an area that deals specifically with problems students may have with their records or with matters of attendance. A total of 905 (72.0%) of the respondents indicated that their experience with the committee was good to very good, while 20.8% said they were average.

THE ASSESSMENT CENTER

To aid students' academic achievement, the college provides learning labs that offer individualized support in mathematics, reading and writing. Ratings for both areas indicate that students are satisfied with the assistance and service they receive in the labs. Of the 886 students responding, 696 (78.6%) said their experience in the "Writing Lab" was good to very good, while 177 (20.0%) felt the service was average. Less than 2.0% indicated the quality of service was poor or less. Students expressed an equal level of satisfaction with the "Math Labs." Of the 1,135 respondents, 865 (76.3%) responded with a good to very good rating. While 221 (19.5%) indicated average, 49 (4.3%) said the service was poor or less.

The CLAST Lab is an additional service offered to assist students with individual academic support. The CLAST Lab provides pre-testing services to prepare students to take the CLAST for the first time and for those students requiring remediation after failing to complete a subset of the test. When rating the "CLAST Lab," 586 (78.0%) of the 751 students responding said their experiences were good to very good, while 20.0% indicated that the lab services were average. Rating the "Administration of CLAST," 792 (76.6%) of the 1,034 responding said their experiences with taking the test were good to very good, while 20.7% indicated that the testing procedures were average.

Students' high approval ratings of all the services offered through the center are reflected in the 76.8% good to very good response rating of the "Assessment Center." While 21.5% felt the services were average, less than 2.0% responded with a poor or less rating.

ACADEMIC AND PERSONAL COUNSELING

The college offers students numerous counseling services to assist them in achieving their career and academic goals as well as dealing with problems of a personal nature they may encounter while attending SFCC. As with financial matters, academic counseling is an additional area which receives a more critical review by students. Of the 2,195 students that said they had used the service, 1,364 (62.1%) felt the "Academic Advisement" they received was good to very good, while slightly less than one-quarter (23.5%) indicated that the advisement they received was average.

Rating the guidance they received concerning "Information on Courses and Programs," 1,274 (66.3%) of the 1,921students found the counseling to be good to very good, while 565 (29.4%) indicated the information given was average. Response rates for counseling for "Career Planning" reveal a 63.7% good to very good and a 26.1% average approval.

The college's Disabilities Resources Center offers services to individuals with disabilities which assist them in accessing facilities and academic programs. Of the 536 students that indicated they had used the services, 417 (77.8%) rated the assistance as good to very good. While 111 (20.7%) rated the services as average, only eight students (1.4%) felt the center was poor or less.

To assure the college attains its goal of providing access to all residents of both Alachua and Bradford counties, the "Work Exploration Center" offers services to students with disabilities, limited skills and undefined career goals. Of the 771 respondents rating the center, 563 (73.0%) felt the assistance they received was good to very good, while 22.7% said it was average. In the area of "Personal Counseling," 913 (63.9%) students expressed satisfaction rating the advisement they received as good to very good, while one in four students

(25.7%) said the counseling was average. One in ten respondents said their experience was poor or less.

In addition to the many academic and personal counseling opportunities, the college offers career and job placement services designed to provide students with assistance in counseling in career opportunities and in obtaining a job. A review of the "Job Placement" services reveals that two-thirds (66.6%) of the 791 students responding rated the services as good to very good. While 25.8% felt the assistance received was average, 7.6% said the placement assistance was poor or less. An analysis of the "Career Exploration" services, which offers vocational assessment and career counseling services to students and the community, reveals that seven of every ten respondents felt that the assistance they received was good to very good, while one-fourth (24.7%) of the 923 students indicated that the service experienced was average.

STUDENT ACTIVITIES

To promote a sense of community awareness and fellowship, Santa Fe encourages student participation in various activities, including clubs and organizations, as well as team and intramural sports. In support of these functions, SFCC's Student Government serves as a liaison between the student body and the administration to promote student activities and enhance student life on campus. Of the 869 students rating "Student Government," 64.1% felt the organization's services were good to very good. While 29.8% rated the function as average, 6.1% said it was poor or less. Of the 555 students evaluating the "Black Student Union" a total of 381 (68.6%) rated the organization good to very good. While 3.9% rated the Union as poor or less, 27.4% said the services were average.

The college also sponsors many clubs and organizations which encourage students' awareness and sense of community and promote fellowship on campus. Students' opinions of the "Clubs-Academic" and "Clubs-Special Interest/Social" reveal strong support for these activities. Approximately two-thirds of the students responding indicated that both categories of clubs were good to very good. A total of 238 (28.7%) of the students rated the academic clubs as average, while 214 (26.7%) rewarded an equal response rating for the clubs of social and special interest.

Two additional features of student activities available on campus are intercollegiate team sports (basketball for both men and women, men's baseball and women's fast-pitch softball) and intramural leisure-time sports. Of the 688 students rating the "Athletic Teams," 465 (67.6%) said the programs were good to very good, while 170 (24.7%) ranked them as average. Ratings for "Intramural" sports indicated that two-thirds of the students (65.9%) of the 642 participants felt the activities were good to very good and 24.5% said they were average.

In addition to the direct support functions, the college offers many ancillary services which provide on-campus assistance to students such as the bookstore and food services. Students' review of the services offered by the "Bookstore" reveals a 68.1% good to very good approval rating by 1,480 of the 2,173 students that indicated they had used the facility. While the average rating remained consistent with the previous year at 25.7%, 135 (6.3%) rated the service poor or less. In appraising the "Cafeteria," 1,053 (61.0%) of the 1,726 students responding said the service they received was good to very good. While 556 (32.2%) indicated the food service was average, 117 (6.8%) responded with a poor or less rating.

The survey responses to "Student Activities in General" continue to register student approval of the multiple clubs, organizations, and extra curricula activities available at SFCC. A total of 703 (64.9%) of the 1,082 respondents rated the overall activities as good to very good, while 318 (29.4%) rated the activities as average.

PERSONAL SAFETY

Reflecting an overall concern of society in general, students continue to voice their concerns for personal safety. Despite the college's record of maintaining a safe campus, students continue to express concerns with the "Overall Campus Security." Of the 2,110 evaluating campus safety, 1,254 (59.4%) indicated that the security was good to very good. A total of 723 (34.3%) of the students rated the security as average, while 133 (6.3%) responded with a poor or less rating.

One of the most crucial elements necessary to provide and maintain a secure campus environment is the "Police Assistance" available to students. As with the previous year, two in three of the 1,585 respondents rated the assistance they received as good to very good. While clearly one-fourth of the students felt that the help they received was average, 8.7% indicated the help was poor or less.

Lighting and parking are two additional factors which are of major significance to students in providing a safe campus atmosphere. Due mainly to renovations on campus, "Campus Parking" received the highest negative rating among the items surveyed. Of the 2,261 students responding, 963 (42.6%) rated the parking situation as poor to very poor. Students expressed additional concerns with "Campus Lighting" which received the third most negative rating. While only 1,142 (53.2%) of the 2,147 students felt the lighting was good to very good, 303 (14.1%) felt the lighting was poor or less. Approximately two-thirds (32.7%) gave an average response.

Based on the overall results of students' opinions and perceptions of their educational experiences and of the assistance they received at SFCC, it appears that the college is continuing to provide quality services which fulfill the needs of our students and the community. One of the strongest indications of the college's success in achieving the objectives of its mission/vision is revealed in students' assessment of the preparation they received while attending SFCC. When asked, "Are you satisfied with the preparation you received at SFCC for continuing your education or for further employment?" 96.2% of the 2,352 respondents said "yes," while only 3.8% responded "no."

The most convincing endorsement of overall student satisfaction with their total experience at SFCC is revealed in the response to the final question on the survey. When asked "Would you recommend Santa Fe to your friends?" a total of 2,284 (97.1%) of the 2,352 former students replied "yes."